

IOT Business Continuity & Disaster Recovery - 2021

Who We Are:

Our team works with the operational teams of IOT and the agencies to devise a recovery plan for the critical systems in an Operational outage or in a declared Disaster event.

Our Mission:

To provide consistent delivery of Disaster Recovery services to enhance the availability and recoverability of state-held critical assets hosted at IOT Data Center while supporting the State’s business objectives.

Department: Disaster Recovery and Business Continuity Services

Manager Anu Bag

Formed: 2007 under Security Team, moved to Server Hosting and Shared Services Team Nov. 2017

What We Do:

Collaborate and partner with agencies to design, plan, standardize, implement, test, and document the critical systems DR plan in accordance with the compliance set forth with the policies directed by IOT Security.
We also manage yearly contracts and maintain a positive partnership with the colocation datacenter provider
Collaborate and partner with IOT Operational teams to devise a COOP plan for IOT Business Operations and assist developing Business Continuity Plan for Operational outages for IOT as an agency.

Our Products:

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|--------|----------------------------------|--------|-----------------------------------|
| 1137P | DR Traditional - Physical Server | 1137MV | Disaster Premium - Virtual Server |
| 1137V | DR Traditional - Virtual Server | 1137R | Rack Hosting (Bloomington only) |
| 1137MP | DR Premium - Physical Server | | |

Our Tools:

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|---|--|
| Colocation Data Center
IU Data Center, Bloomington | EMC VMAX3
PureStorage
DS8910 (Mainframe) |
| Replication
EMC VMAX3 SRDF/Metro
PureStorage
DataGuard (EXADATA, OracleRAC)
Metro Mirror (Mainframe) | Archive
ISILON
EMC Elastic Cloud Service |
| Network Attached Storage
I-Light 10 GB (Protected Zone)
I-Light 10 GB (Intranet – December 2019) | Backup
AVAMAR
EMC Data Domain (Oracle database backups)
TS7760 (Mainframe) |

Our Metrics: Tracks metrics for its agency critical systems DR tested every year.
Track metrics for Business Continuity efforts

Our Customers:All Executive Branch agencies, Secretary of State, and Department of Education

Our Budget: \$0.5M

Our Growth: 48 Agencies are using the Disaster Recovery services

Major Accomplishments - 2020:

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|---|--|
| Modest score on Gartner Maturity Assessment | Pandemic Improvements assistance |
| DR Tests/Tabletop Exercises | ISI Archer Profile for IOT Core Infra. Systems |
| Rebranded MHA to DR Premium | Hygiene Improvements for |
| Enhanced focus with Business Continuity | Policy and Standards Improvements |
| COOP Winter 2020 version | DR Tests |
| COOP Tabletop Exercises | |
| Agency IT DR Tests/Tabletop Top Exercise - 2020 | |

Current Projects:

Disaster Recovery – IT
IU Data Center Consolidation/Cloud Integration
[Agency IT DR plan 2021](#)

COOP/Safety & Emergency Management Evacuation Drill Summer Emergency Notification System Floor Marshal and Volunteers COOP Functional Exercise Summer	IOT Response Teams IOT Mobile Contacts Offline Database Red Cross Training for Volunteers
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